SOFTWARE MAINTENANCE PROGRAM

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VENDORS/PRODUCTS ANALYZED (PLAN)

- DEC "All-in-One"
- Data General "CEO"
- WANG "VS Office"
- IBM Office Management System

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VENDORS/PRODUCTS ANALYZED

- MRP-II Software Examples
  - MSA Manufacturing System
  - NCA Maxcim
- DSS Examples
  - ADR Empire
  - Execucom Systems Corp/IFPS

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KEY ISSUES COVERED

- Desired Service Offerings
  - On-Site
  - "Hotline" Support
  - Remote Support
- Current Support Requirements
  - Documentation
  - Training
  - Consulting

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KEY ISSUES COVERED

- Premium Services Desired
- Future Service Trends
- Software Support Performance

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SOFTWARE VENDOR COMPETITIVE ANALYSIS

- Top Vendors Analyzed
- Company Background
- Support Offerings
- Service Demographics
- Future Directions

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SOFTWARE SUPPORT MARKET ANALYSIS

- Current Market Size
- Five Year Forecast
- Software Support Revenue Mix
- Trends in Software Support

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CUSTOMER SATISFACTION SURVEY

- 30 Candle Customers

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